



Clark County Regional Support Network Policy Statement

Policy No. 02
Policy Title: Acute Referral Process
Effective Date: 09/01/2001

Policy: Provider agencies contracted with the PHP/RSN will participate on a rotation list for acute referrals of adults who are eligible for Clark County RSN funded services and meet medical necessity for mental health services, but are not currently enrolled.

Reference: Intake and Assessment policy and procedure, Community Mental Health Services, Authorization, Data Requirements, Acute Referral policy and procedure, Community Services, Appeal of Denial policy and procedure, RSN Guidelines for Level of Care Decisions, WAC 388-865, CC RSN Contract and any other applicable statutes or codes.

Procedure:

1. RSN staff will manage the rotation list of providers for adult acute referrals.
2. Acute Referral are made to agencies when the Medicaid enrolled or Medicaid eligible adult is encountered in an intense emergent/urgent service setting (i.e. inpatient hospital, crisis, psychiatric home health), is not currently enrolled in the PHP, and a need for urgent outpatient services has been identified.
3. Acute referral calls may come to RSN from hospitals, the crisis team, the consumer, or other referral sources.
4. Acute referrals will not be sent without consumer consent.
5. The consumer can choose the provider agency where they would like to receive services. If the consumer doesn't express a choice they will be assigned to the next provider agency on the referral list.
6. The provider agency that receives the referral is expected to see the client within 24 hours unless otherwise instructed. The provider agency shall contact RSN by fax or telephone when appointment is made.
7. RSN will monitor the acute referral to assure the provider agency has the ability to meet the consumers needs (e.g. if a consumer is in need of an immediate medication evaluation, RSN will refer to the agency that can respond in a timely manner).

8. RSN Clinical Care Coordinators will fill out the referral form and fax it to the provider agency. RSN will keep a written record of all referrals including the completed referral forms and the referral list.

Mary A. Johnson, RSN Manager
Clark County Department of Community Services

Date